

For customers who want to receive the peace of mind that Frontier will handle IW troubles, Frontier offers Wire Care for a small monthly fee. Frontier Wire Care is immediately available to new customers at the time service is installed or after a 30-day waiting period for existing customers. Existing customers may also elect to have the plan effective immediately by subscribing to Frontier Wire Care Alternative Offer with a one-year commitment and a \$39.99 activation fee (no additional element fees apply).

Frontier Wire Care, per line, per month\$10.50

Frontier Wire Care Alternative Offer -

One year commitment, per line per month.....\$10.50

One time activation fee (no additional element fees apply).....\$39.99

Early termination fee if you cancel this service in less than 12 months\$50.00

INSIDE WIRE SERVICES

When you report that your telephone line is malfunctioning, Frontier will ask you to unplug the IW at the SNI and plug a phone that you know to be in working order into the SNI. If you do not have an SNI installed at your location or premise, Frontier will perform the trouble isolation free of charge. If the phone doesn't work at the SNI, the trouble is assumed to be in Frontier's network. At your request, Frontier will arrange for repair as soon as practical, at no charge. If your presence is required you have the right, in accordance with state law, to a **four-hour** appointment window, to commence at a mutually-agreed upon time. Be advised that if you decline to perform the test at the SNI, Frontier will perform the test upon arrival. **If the trouble is in your IW, you will be charged \$85.00 for the first 30 minutes or portion thereof, and \$42.50 for each additional 30 minutes or portion thereof, for the time Frontier spent performing the appropriate isolation tests, including travel time. This charge will also apply even if you decline to have Frontier complete your repair work.**

You have options to repair your IW, you can fix it yourself or hire a provider of your choice. Frontier offers several repair options described below.

For customers without a Frontier Wire Care (maintenance) plan, Frontier will perform one-time repair or related work at rate schedules that vary by day and time. **During regular business hours, Monday through Friday from 8:00 AM to 5:00 PM, repair or related work will be**

performed at your request for \$91.00 for the first 30 minutes, including travel time. A fee of \$46.00 for each additional 30 minutes or portion thereof applies for the remaining work time. After Regular Business Hours, Monday through Friday from 5:00 PM until 8:00 AM and Saturday, fees are \$180.00 for the first 30 minutes or portion thereof, including travel time and \$90.00 for each additional 30 minutes or portion thereof. Increased rates apply on Sundays and holidays. Travel time is included in determining all billing calculations.

CALIFORNIA RELAY SERVICE (CRS)

If you have limitations hearing or speaking, dial 711 to reach the CRS or one of the listed toll-free numbers for assistance relaying telephone conversations. CRS is available nationwide 24-hours-a-day, every day.

TTY/VCO/HCO to Voice 1-800-735-2929 Spanish 1-800-855-3000
Voice to TTY/VCO/HCO 1-800-735-2922 Spanish 1-800-855-3000
Speech to Speech 1-800-854-7784

There's no charge for dialing 711 or the 800 numbers listed above or in your Frontier Directory for the CRS. A second California Lifeline line is available if you or another person in your household is disabled and uses a teletypewriter (TTY) or CapTel equipment.

TTY equipment may be available to you through state programs. For more information, call the California Telephone Access Program toll-free at 1.800.806.1191 (voice) or 1.800.806.4474 (TTY) Monday through Friday between 7 a.m. to 6 p.m. and Saturday from 9 a.m. to 4 p.m. For Spanish, call 1-800-949-5650.

For more information, visit the Deaf and Disabled Telecommunications Program web site at www.ddtp.cpuc.ca.gov/.

THIRD PARTY BILLING

Your monthly bill may contain charges for additional services purchased from companies other than Frontier. Such charges appear in a separate section of your bill along with the name of the service provider. Be certain that you are only being charged for services you've authorized. You can call Frontier or the service provider at the toll-free numbers provided on your bill with any questions about charges. You do not have to pay Frontier for any disputed third party charges and Frontier will not pursue collections or adverse credit

reports for such charges. If you want only charges from Frontier on your bill, call Customer Service to ask for a block on your account at no charge to you.

BILLING DISPUTES

Most billing problems can be reconciled by calling Customer Service at 1-800-921-8101. If you are not satisfied after speaking with a supervisor, you may contact Frontier Customer Relations 1-800-426-6404, Monday through Friday 8 a.m. - 10 p.m. EST. Or write to: Frontier Customer Relations, P.O. Box 5166, Tampa, FL 33675.

If you are unable to resolve your issue and wish to file a claim or register a complaint with the California Public Utilities Commission, Consumer Affairs Branch, you may do so by contacting:

The California Public Utilities Commission

Consumer Affairs Branch
505 Van Ness Avenue, Room 2003
San Francisco, CA 94102
Or call the toll free number 1-800-649-7570
Monday-Friday 8:30 a.m. - 4:30 p.m.

You may also file a complaint online by visiting:

<http://www.cpuc.ca.gov/complaints/>

To avoid discontinuance of service, a check for the disputed amount should be made payable to the California Public Utilities Commission and sent along with an explanation of the dispute. You must pay all basic local service charges to avoid basic local service disconnection.

CONTACT US

You may also visit our website at **www.Frontier.com**, which includes additional information on Frontier's family of products and services, including high speed internet, internet security, long distance services and other products not confined to our tariffs and published service catalogs.

If you have questions about this notice, Frontier, or our products and services, we can help you. Please call Customer Service at 1-800-921-8101 or write to us at: Frontier Communications, PO Box 5166, Tampa, FL 33675.



**Para más información en español,
favor de llamar al 1-800-921-8103**

**2020 PRODUCT AND SERVICE
INFORMATION FROM
FRONTIER COMMUNICATIONS®**

This Annual notice includes details about Frontier's available services and other important information. All rates, terms and conditions included in this notice are current at the time of printing and are subject to change.

SERVICE AREAS

Frontier California has 11 area code defined service areas. A service area includes one or more of these area codes: 209, 213, 310, 323, 408, 415, 424, 442, 530, 559, 562, 626, 661, 707, 714, 760, 805, 909, 949, 951.

Types of phone calls include:

- Local calls (Zone 1) – 0 to 12 miles from your rate center (the point from which your calls are rated)
- Zone Usage Measurement (ZUM) discounted toll calls (Zone 2) – 13 to 16 miles from your rate center (available in most areas)
- Local toll calls (Zone 3) – more than 16 miles from your rate center, but within your service area

BASIC & LOCAL TOLL RATES

Frontier offers basic service on a month-to-month basis with no term contract. Residential customers have two basic service options, Flat Rate Service or Measured Rate Service. Flat Rate Service includes a monthly fee for unlimited, directly-dialed local calls. Measured Rate Service includes a reduced monthly fee and a charge for each outgoing local call after a \$3.00 calling allowance, there is no charge for incoming calls. The \$3 credit applies to local and Zone 1 and Zone 2 calls only (Zone 3 is excluded). Please note that the monthly rates below do not include charges for: network access to interstate calling; optional calling services; applicable long-distance or 700, 900 and 976 informational number charges; and taxes, fees and surcharges ordered by city, state and federal agencies or imposed by Frontier. As part of the program,

California Lifeline customers do not pay certain California surcharges applicable to their basic service.

BASIC RATES FOR FRONTIER **PER MONTH**

Flat rate service monthly,
includes unlimited local calling: \$22.50

Measured rate service monthly, \$15.00
includes a \$3 credit for local and Zone 1 and 2 calls only (Zone 3 is excluded).

Measured rate is lower, but includes a usage fee for local calls:

- \$0.04 for the first minute
- \$0.01 for each additional minute
- Additional discounts for evening, night and weekend calls.

Please note that Federal Communications Commission interstate access charges apply to all basic rate charges. Customers are charged a monthly \$5.34 End User Access Charge per line (excluding LifeLine).

California Lifeline rates (rates vary based on market): **PER MONTH**

Residential Flat.....\$6.84-\$6.89

Residential Message Rate
(plus usage beyond a 60-outgoing call allowance).....\$3.66-\$3.71

Service Connection for \$10.00.

EAS (Extended Area Service)

Your monthly rate, whether Flat, Measured or California Lifeline, may vary by service area, when the calling area is extended to include nearby communities. Calls to included areas are not billed on a per-call basis, but a small monthly fee applies. Communities with Extended Area Service include: Palm Springs, Palm Desert, Lake Hughes, Gaviota, Los Alamos, Santa Maria, Big Pine, Bishop, Lone Pine, Olancho, Pine Creek, Sherwood Ranch and Trona. To see if you're in a ZUM (Zone Usage) area, check your telephone directory or call Customer Service.

INSTALLATION (MULTI-ELEMENT) CHARGES FOR SINGLE LINE SERVICE

Requests for new service or changes to existing service include billable, non-recurring increments called elements. You are only charged for actual work done, in accordance with the elements that apply to your request for service.

Non-Recurring Charges For Service Work

Service Order Charge, Order Processing
For New service (first line) \$24.00
(for new or additional service, a \$24.00 Local Network Switching Center Charge applies)

For Change in existing service \$21.00

Record changes \$21.00

California Lifeline installation \$10.00

Local network switching center charge
(Connection or change of line) \$24.00

Outside Facility Connection Charge
(Service charge if technician comes to your home) \$42.10

Addition of Frontier Calling Services \$ 7.50

PACKAGES

Bundled services provide residential customers a combination of local services and features. Customers subscribing to these plans may select any or all of the detailed services for a monthly flat rate charge, plus choose individual preference selections for additional pricing. Long distance service can be bundled for an additional fee.

Please note that the \$5.34 Federal Subscriber Line Charge is an additional fee. Applicable State taxes and surcharges are also additional.

Examples of Frontier's premier family of bundled services are set forth below. Call Customer Service at 1-800-921-8101 for additional information on any of these or other services.

Frontier Regional Value, per month \$47.04
Provides a combination of Basic Exchange Flat-Rate Service, unlimited ZUM calling and unlimited IntraLATA Toll calling (toll calls within your service area) for one monthly flat rate. Subject to terms and conditions, and certain restrictions apply.

Frontier Regional Calling Plan, per month \$49.04
Provides a combination of Basic Exchange Flat-Rate Service, Caller ID and Call Waiting/Cancel Call Waiting, a choice of Home Voice Mail or OnePoint Voice Mail, unlimited ZUM calling and unlimited IntraLATA Toll calling (toll calls within your service area) for one monthly flat rate. Subject to terms and conditions, and certain restrictions apply.

CUSTOM CALLING SERVICES

Custom Calling Features allow you to select specific, digital offerings to customize your basic service. Frontier's Custom Calling Features are also available in other, multi-feature combinations, at a cost savings, and Frontier's bundled offerings include custom calling options. When ordered individually, order processing element charges normally apply. The following list specifies some of the most commonly-chosen features.

Popular Calling Features **PER MONTH**

Call Forwarding \$ 8.50

Call Restriction (Toll Blocking) \$ 5.00
(Free for California Lifeline customers)

Call Return, Pay Per Use..... \$ 3.00

Call Waiting/Cancel Call \$ 9.00

Caller ID \$11.75

Three-Way Calling..... \$ 9.50

Three-Way Calling, Pay Per Use \$ 3.00

VOICE MAIL - plays your personal greeting, takes messages and handles unanswered calls. This service works with any touch-tone phone and requires no other special equipment.

Standard Home Voice Mail, per month \$11.99
One time set up fee \$10.00

OnePoint Home Voice Mail, per month \$12.99
One time set up fee \$15.00

DIRECTORY ASSISTANCE (411) - provides operator assistance for obtaining published phone numbers and addresses of customers in your area code and service area. If you notify the 411 operator **at the beginning of the call**, you may receive up to three listings within your Service Area per call.

Local and National Directory Assistance, per call \$2.49

Directory Assistance Call Completion - Calls to the requested number may be completed by either the Directory Assistance Operator or Directory Assistance Audio Response System.

Directory Assistance Call Completion, per call..... \$0.45

Directory Assistance Audio Response System, per call \$0.45

Added usage charge for toll calls, per call \$N/A

Directory Additional Listing \$6.00
List additional lines, cell phone and alternative phone numbers in Directory Assistance (411) and the local Frontier White Pages Directory.

Nonpublished Service \$3.50
Omit your number from the Frontier White Pages Directory and from Directory Assistance (411).

Non Listed service \$5.00
Omit your number from the Frontier White Pages Directory. Your number will continue to be available through Directory Assistance (411).

FOUR-HOUR APPOINTMENT WINDOW

You have the right to a mutually agreed upon 4-hour appointment window if your presence is required for either service connection or repair. Frontier will confirm the 4-hour window with you before scheduling your appointment.

INSIDE WIRE (IW) INFORMATION

Inside Wire (IW) is that portion of the telephone line that connects the jack at the customer's premises to Frontier's line at a demarcation point determined by Frontier in accordance with orders of the Public Utilities Commission. In most cases, Frontier uses a Standard Network Interface (SNI) as its demarcation point.

IW is considered the property of the building owner. If the building owner is a landlord, he or she is responsible for installing one usable jack per rental unit, for placing and maintaining the IW in good working order, and for ensuring that the IW meets applicable industry standards. **Under state law, residential landlords—not tenants—are responsible for repairs to, and maintenance of, inside wire. You should always contact your landlord before authorizing any repairs.**

Frontier will install or repair IW. We will work with you to determine whether a malfunction in a telephone line is located with your IW or in the Frontier network, and will inform you of your options if it is determined that your IW is at fault.

You are responsible for reporting malfunctions of the telephone line to Frontier. When you report trouble on your telephone line, you will be requested to perform a simple trouble isolation test of the IW at the SNI.